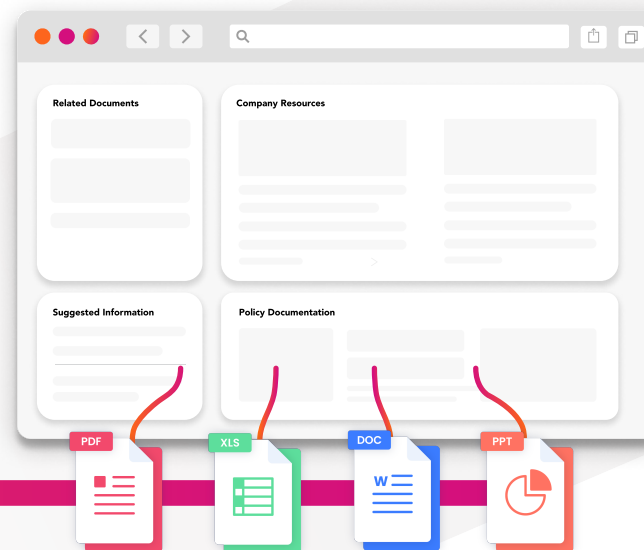


Knowledge AI for Contact Centers

Real-Time Knowledge Search to Drive Resolution and Boost CSAT



Given the wealth of information stored in knowledge management systems, knowledge bases, web pages and more, it's no surprise that finding the right information is a challenge in the enterprise.

At Uniphore, we're unlocking the full value of information stored in different formats and spread across various systems to make critical data easy for customers and contact center agents to find.

1.8
HOURS

Workers spend an average of 1.8 hours a day – or 1 day per workweek searching for information.

9/10

Consumers say they need more information about a product before making a purchase.

42%

Volume of enterprise data has grown by more than 42% in the last two years.

Capabilities

Ingest data in different formats (url, xls, pdf, csv, and more)

Train intents and extract information in real time

Derive contextual insights to provide responses that aid discovery and decision making

Update information dynamically

Business Value

Quick time to value- no coding or flow design needed

Works with and augments your existing knowledge management system

Improves searchability, access, and utility of your content


Speeds time to resolution

It's Time to Realize the Value of Every Conversation

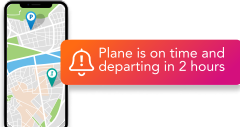
Knowledge AI for Contact Centers




Unify the wealth of content stored across silos of data into a single source of truth that's easy for your customers and employees to find. As part of the X platform, Uniphore's knowledge AI works seamlessly with the U-portfolio of solutions to deliver accurate, contextual responses to search inquiries.



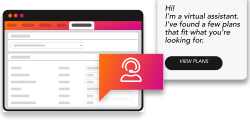
RETAIL
Instantly answer detailed questions about any product in the catalog




TRAVEL
Guide travelers with personalized recommendations and travel advisories



TECHNOLOGY
Simplify technical support and accelerate resolution of complex issues



FINANCIAL SERVICES
Help customers find important information about account services, loans, and more



HEALTHCARE
Provide advice on eligible care services and protocols specific to patient needs

For your Customers. For Your Agents. For Your Business.

KPI #1
35%
Higher Self-Service Rate

KPI #2
20%
Higher First Contact Resolution

KPI #3
20%
Higher CSAT / NPS

KPI #4
15%
Higher Sales Effectiveness

KPI #5
35%
Lower Average Handle Time



With Uniphore, we achieved or over-achieved all of our targeted business benefits. Our average handle time, training and agent productivity improvements exceeded our expectations, delivering significantly improved first call resolution and CX while delivering cost savings.

- Allison Garretson,
Senior Vice President of Operations
& Customer Experience
The General Insurance



Unlock the value of enterprise information
with Uniphore's knowledge AI.

Learn more at:

<https://www.uniphore.com/knowledge-ai/>

About Uniphore:

At Uniphore, we believe companies that best understand and take action on those conversations will win. We have built the most comprehensive and powerful conversational automation platform that combines conversational AI, knowledge AI, emotion AI, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries.